

# RGM: Learning to Lead

## Dates, Times & Locations

May 17 - 18, 2005 - SeaTac  
July 12 - 13, 2005 - Spokane

Both days: 8:30 am-4:30 pm

For coordinators, administrators, supervisors and clinic leads who are ready to enhance their leadership abilities through strengthening both "people" and management skills.

## **Offered for the first time!**

An intensive two-day training, packed full of leadership techniques, approaches and tools necessary for "really good management."

## **CPEs available for RDs**

Register now!  
robert.hunter@doh.wa.gov  
or  
360-236-3596



**Grow with WIC**



Join us for two days of ***focused training, sharing and practice***. Key topics include:

- Knowing your role
- The benefits of delegation
- Resources to help motivate employees
- Effective techniques for overcoming communication barriers and active listening techniques
- Giving recognition and constructive feedback
- Conducting effective performance discussion
- Styles of interaction - treating others in the workplace as they would like to be treated
- Coaching methods for improving performance
- Handling challenging performance situations
- Hiring winners
- Laws affecting managers
- Employee discipline and discharge

***Come ready to share and grow  
with other great leaders!***